

## **Program D: District Offices**

Program Authorization: La. Constitution, Article IV, Sec. 21

### **PROGRAM DESCRIPTION**

The mission of the District Offices Program is to provide accessibility and information to the public on regulation as it applies to the services provided the consumer.

The goals of the District Offices Program are:

1. Provide effective and efficient services in the shortest time frame.
2. Provide a good educational campaign explaining to the public about the Public Service Commission.
3. Shorten the time frame on handling consumer complaints.

Public Service Commission district offices are located in each of the five Public Service Commission Districts. These include:

- District 1 - Mandeville, with a sub-office in Harahan
- District 2 - Baton Rouge, with a sub-office in Lafayette
- District 3 - New Orleans, with a sub-office in Baton Rouge
- District 4 - Eunice, with sub-offices in Lake Charles and Pineville
- District 5 - Shreveport, with a sub-office in Monroe

District offices provide accessibility and information to the public whereby complaints can be handled, meetings with consumer groups and regulated companies can be handled much faster, and rules, regulations, and state and federal laws can be administered at a local level. District offices are the administrative locale for each public service commissioner and personal staff. While geographic in nature, these offices serve as the hub of activities affecting parishes falling in the respective district, which, in turn, affect statewide decisions. These offices provide ready access to the public for receipt of complaints, either in person or by telephone, and resolution at the district level. All complaints received are recorded and individually investigated to assure that all parties involved are aware of the problem, given an opportunity to provide input, and informed of the outcome.

### **OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2001-2002. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

1. (KEY) To handle complaints received from the public.

Strategic Link: This operational objective is related to Strategic Objective: *To handle complaints received.*

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	Number of complaints in District 1	1,928	1,832	2,000	2,000	2,100	2,100
K	Number of complaints in District 2	2,146	1,632	2,200	2,200	2,000	2,000
K	Number of complaints in District 3	1,836	2,325	2,700	2,700	2,200	2,200
K	Number of complaints in District 4	2,422	4,855	4,300	4,300	5,300	5,300
K	Number of complaints in District 5	6,148	5,894	5,800	5,800	5,400	5,400
K	Average length of time to process complaints in District 1 (in days)	Not applicable <sup>1</sup>	Not available <sup>1</sup>	4	4	4	4
K	Average length of time to process complaints in District 2 (in days)	Not applicable <sup>1</sup>	Not available <sup>1</sup>	12	12	7	7
K	Average length of time to process complaints in District 3 (in days)	Not applicable <sup>1</sup>	Not available <sup>1</sup>	14	14	4	4
K	Average length of time to process complaints in District 4 (in days)	Not applicable <sup>1</sup>	Not available <sup>1</sup>	4	4	4	4
K	Average length of time to process complaints in District 5 (in days)	Not applicable <sup>1</sup>	Not available <sup>1</sup>	14	14	2	2

<sup>1</sup> This indicator was not adopted as a standard in the year indicated. No data were tracked or reported for this indicator in FY 1999-2000.

2. (KEY) To maintain a system of regulation of utilities and motor carriers such that no more than one successful legal challenge is made to the issues promulgated by the commission.

Strategic Link: There is no strategic link in the current Strategic Plan. This plan is currently being revised for July 2001.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	Number of successful legal challenges	Not applicable <sup>1</sup>	1	1	1	1	1
S	Number of issues promulgated	Not applicable <sup>1</sup>	781	1,000	1,000	850	850

<sup>1</sup> This indicator was not adopted as a standard in the year indicated.

## RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1999 - 2000	ACT 11 2000 - 2001	EXISTING 2000 - 2001	CONTINUATION 2001 - 2002	RECOMMENDED 2001 - 2002	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
STATE GENERAL FUND BY:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-gen. Revenues	0	0	0	0	0	0
Statutory Dedications	1,800,655	1,805,101	1,805,101	1,855,103	1,884,383	79,282
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	0	0	0	0	0	0
TOTAL MEANS OF FINANCING	<u><u>\$1,800,655</u></u>	<u><u>\$1,805,101</u></u>	<u><u>\$1,805,101</u></u>	<u><u>\$1,855,103</u></u>	<u><u>\$1,884,383</u></u>	<u><u>\$79,282</u></u>
EXPENDITURES & REQUEST:						
Salaries	\$1,179,896	\$1,166,504	\$1,166,504	\$1,189,449	\$1,245,953	\$79,449
Other Compensation	12,380	4,931	4,931	4,931	4,931	0
Related Benefits	186,823	207,188	207,188	211,421	211,421	4,233
Total Operating Expenses	326,313	361,178	361,178	368,402	361,178	0
Professional Services	0	0	0	0	0	0
Total Other Charges	0	0	0	0	0	0
Total Acq. & Major Repairs	95,243	65,300	65,300	80,900	60,900	(4,400)
TOTAL EXPENDITURES AND REQUEST	<u><u>\$1,800,655</u></u>	<u><u>\$1,805,101</u></u>	<u><u>\$1,805,101</u></u>	<u><u>\$1,855,103</u></u>	<u><u>\$1,884,383</u></u>	<u><u>\$79,282</u></u>
AUTHORIZED FULL-TIME						
EQUIVALENTS: Classified	37	37	37	37	37	0
Unclassified	0	0	0	0	0	0
TOTAL	<u><u>37</u></u>	<u><u>37</u></u>	<u><u>37</u></u>	<u><u>37</u></u>	<u><u>37</u></u>	<u><u>0</u></u>

## SOURCE OF FUNDING

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by public utilities. Additionally, various fees such as fines, filing fees, I.D. stamps, rehearing applications, registration fees, etc. are collected by the Public Service Commission for administering this program. (Per R.S. 39:32B.(8), see table below for a listing of expenditures out of each Statutory Dedicated Fund.

	ACTUAL 1999 - 2000	ACT 11 2000 - 2001	EXISTING 2000 - 2001	CONTINUATION 2001 - 2002	RECOMMENDED 2001 - 2002	RECOMMENDED OVER/(UNDER) EXISTING
Motor Carrier Regulation Fund	\$150,000	\$150,000	\$150,000	\$150,000	\$150,000	\$0
Supplemental Fee Fund	\$0	\$0	\$0	\$0	\$0	\$0
Utility and Carrier Inspection and Supervision Fund	\$1,650,655	\$1,655,101	\$1,655,101	\$1,705,103	\$1,734,383	\$79,282

## ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
\$0	\$1,805,101	37	ACT 11 FISCAL YEAR 2000-2001
			BA-7 TRANSACTIONS:
\$0	\$0	0	None
\$0	\$1,805,101	37	EXISTING OPERATING BUDGET – December 15, 2000
\$0	\$16,778	0	Annualization of FY 2000-2001 Classified State Employees Merit Increase
\$0	\$10,400	0	Classified State Employees Merit Increases for FY 2001-2002
\$0	\$60,900	0	Acquisitions & Major Repairs
\$0	(\$65,300)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$56,504	0	Salary Base Adjustment
\$0	\$1,884,383	37	TOTAL RECOMMENDED

The total means of financing for this program is recommended at 104.4% of the existing operating budget. It represents 99.9% of the total request (\$1,884,878) for this program. At the recommended level of funding, approximately the same level of service should be provided.

## PROFESSIONAL SERVICES

This program does not have funding for Professional Services for Fiscal Year 2001-2002

## OTHER CHARGES

No Other Charges recommended for this program

## ACQUISITIONS AND MAJOR REPAIRS

\$36,000	Replacement of various data processing and office equipment
\$4,900	Replacement of various office equipment
\$20,000	Replacement of a high mileage vehicle
<b>\$60,900</b>	<b>TOTAL ACQUISITIONS AND MAJOR REPAIRS</b>